

GENERAL SERVICES ADMINISTRATION
Washington, DC 20405

OAS 7000.2
January 28, 2015

GSA ORDER

SUBJECT: Information Technology Standards for Internal GSA Workplaces

1. Purpose. This directive includes the information technology standards for all new workplace projects, including new construction or alterations to existing space, for all GSA offices.
2. Background. This directive is in support of GSA's initiative to create model workplaces that support collaboration, improve productivity and utilization, and reduce costs. GSA IT and the Office of Administrative Services (OAS) have developed a set of standards to ensure that GSA internal workplaces can function and be managed as a shared resource. These operating principles have been established to provide consistent and standardized workplace protocols and IT configurations.
3. Scope and applicability. The provisions of this directive apply to all GSA offices and employees and resident contractors, with the exception of the Office of Inspector General and the Board of Contract Appeals.
4. Labor Organizations. Implementation of this Order with respect to bargaining unit employees is contingent upon completion of appropriate labor relations obligations.
5. Resource. For additional information on GSA internal workplaces, please see GSA policy, [OAS P 7005.1 Internal Space Allocation, Design and Management Policy](#).
6. Signature.

/S/ _____
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Chief Administrative Services Officer
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Information Technology Criteria to Be Used for All Internal GSA Workplace Projects

1. Space reservation and hoteling.

a. BookIt! is the hoteling and space reservation system to be used in all GSA occupied space. GSA may at some point in the future choose to use a different space reservation system in accordance with the normal procurement rules, and at that time the selected system will become the space reservation system to be used in all GSA occupied space. GSA employees will use BookIt! for space reservations and occupancy management ([CIO 2107.1 Implementation of the Online Resource Reservation Software](#)). OAS will be the business owner of the BookIt! system and will work with GSA IT to establish protocols for GSA employees to reserve workspaces.

b. All meeting rooms¹ will be considered shared resources, available to all GSA staff and resident contractors upon reservation by using the BookIt Reservation system. Exceptions may be granted by OAS via the established waiver process.

2. Print output devices. (Print output devices include personal printers, multifunction devices, fax machines, scanners, and plotters).

a. Acquisition, management, deployment, and use of print output devices will comply with the policies and practices contained in GSA Instructional Letter, [ADM IL-12-02, Sustainable Printing Management Policies and Practices](#).

b. OAS, in partnership with GSA IT, is responsible for internal agency policies regarding print output device acquisition, management, and use.

c. All print output devices shall be supported by GSA IT within the facility as a shared pool of resources.

d. OAS, in consultation with GSA IT, is responsible for the acquisition/procurement of all print output devices.

e. Purchases of new personal printers, stand-alone copiers (not shared with all GSA employees), and standalone fax machines require a waiver in accordance with Section 8 of GSA Instructional Letter [ADM IL-12-02](#).

f. Copier leases/contracts along with consumables (including toner) will be managed by the OAS as a centralized administrative service and resource.

¹ Includes focus rooms. Does not include regional joint conference/library rooms assigned to the Office of General Council.

g. No personal / individual printers will be allowed within GSA facilities unless they are:

(1) Provided to an employee as a result of an approved reasonable accommodation request;

(2) Provided to labor organizations for use in their union offices, for representational purposes, as a result of a negotiated agreement; or

(3) Granted a waiver in accordance with Section 8 of GSA Instructional Letter [ADM IL-12-02](#).

2. IT standards for workspaces, workstations, and A/V configurations.

GSA IT will establish standard IT configurations. The standard configurations are subject to change as technology and device models change. The current standards can be found in the following standards document ([link](#)). Exceptions may be granted by OAS through an approved waiver process.

a. Standard workstation configurations and WiFi access.

(1) All workstations within GSA workspace will include a standard end user IT configuration managed and maintained by GSA IT. No one will be permitted to add, remove, change or move fixed end user IT assets (e.g., monitors, port replicators, etc.), unless through a change request via the IT Service Desk.

(2) Users will be responsible for securing and managing laptops issued to them by GSA; transporting them to and from home as needed; or locking them in personal lockers overnight if working at an unassigned or hoteling workstation. GSA IT has established policies and procedures for issuing loaner/temporary equipment.

(3) Non-GSA users, vendors, and guests will have access to “internet only” network communication through a hard-wired or wireless connection. These non-GSA users, vendors, and guests will need to have a GSA sponsor to provide network access and wireless password.

(4) All workspace areas will include Wi-Fi connectivity for mobility within the facility. All GSA end users will be required to follow the GSA IT security policies and procedures to connect to and use GSA wireless networks.

b. Audio/Video (AV).

(1) All new conference room AV designs shall be submitted and approved by OAS and the GSA IT Video Technologies Branch. Submissions must include planning for current and future year ongoing IT equipment and software service, maintenance, and licensing costs.

(2) OAS will work closely with GSA IT to ensure the design follows the GSA IT standards for conference room installations.

(3) All video teleconferencing systems shall follow the standards as directed by the GSA IT Video Technologies Branch.

c. Telephony.

(1) Physical (“desktop”) telephones will not be deployed within new or newly renovated GSA workspaces. Exceptions will be granted for reasonable accommodations or via a waiver process.

(2) GSA users will use software based telephony and headsets connected to their GSA laptops. Alternate methods of telephony services available to individual GSA users will include huddle rooms/quiet rooms with speaker phones, cellular Smartphones (eligible users only), and Google Voice² cloud telephony service.

(3) GSA IT has provided guidance on the types of headsets to be used by employees (<https://insite.gsa.gov/portal/content/608474>). Each organization will be responsible for the procurement and distribution of their users’ headsets.

(4) Meeting and conference rooms should include physical or integrated conference room phones, “spider” phones, wireless microphones, and/or other types of speakerphones to accommodate multiple participants.

² There are no service guarantees on Google Voice so it should be considered a “best effort” service and is not supported by the GSA IT Service Desk.